



Doing More with Less at Memorial Sloan-Kettering Cancer Center

Lawson Workforce Management Helps Save Time and Money, and Improve Patient Care

Customer Feature

Appropriately staffing your healthcare facility may sound like such a simple task, but in reality, it typically poses a few challenges. You may be facing a nursing shortage. You're probably facing budget constraints, too. But at the end of the day, your patients still need the best quality care. You need to know that the right staff with

the correct credentials, background and experience are caring for those patients – not spending their time working through scheduling challenges.

Memorial Sloan-Kettering Cancer Center (MSKCC) has established itself as a state-of-the-art pioneer in cancer research with a high rate of long-tenured employees. Since this is a position MSKCC wants to maintain, and to further enhance its reputation as a forward-thinking institution, MSKCC selected Lawson

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Geisinger Health System

Using Lawson Point of Use for Greater Efficiency and Cost Savings

Customer Feature

In a setting that sometimes requires making split-second decisions in the patient's best interest, hospitals continue to focus on delivering the highest-quality patient care. However, the current economic pinch also requires keeping a close eye on the bottom line.

From its roots in 1915, Geisinger Health System (Geisinger) has

become widely recognized for providing exceptional care. An 878-bed organization, Geisinger serves 2.6 million residents throughout central and northeast Pennsylvania and has evolved into one of the largest rural health systems in the country.

Capturing Patient Supply Charge-Backs

One area that was viewed as a way to maintain a healthy source of revenue at Geisinger was capturing supply charges according

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Lawson Global Support – A Solid Business Investment

Preventive Maintenance

You have a maintenance package with Lawson, but maybe you're not 100 percent sure what that includes. As part of your maintenance package you have access to **MyLawson.com**, knowledge base, product enhancements/upgrades, support staff, service packs, monthly webinars, 'how to support' and online surveys. These components ensure an offering designed to benefit you and keep your Lawson solutions up to date and running smoothly.

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From the Desk of Jim Catalino, Lawson General Manager, Healthcare

Helping You Do More With Less

Welcome to the first issue of our relaunched healthcare newsletter. We have reconfigured the content of this publication to focus on delivering news that we believe will help you do more with less.

To begin, I think we all realize the importance of keeping our eyes on the healthcare reform debate. Plus, we're probably all in agreement regarding the need for some type of change that focuses on quality, affordable care and a sustainable system to deliver that care. As a vendor dedicated to the healthcare industry, we most certainly agree with the overall spirit of reform. In addition, we understand that the nature of some of the proposed modifications will require healthcare systems to become more cost-effective.

And while some changes might take years to come to fruition, I do know one thing: Lawson is already helping more than 500 healthcare organizations representing more than 4,500 facilities control rising costs and do more with less.

How Lawson Helps Healthcare Organizations

Primarily, our solutions help you get value from your own resources. For example, our Workforce Management solutions give many of you the ability to place the right staff in the right shift opening to deliver the right patient care. Ultimately, this does two things. First, it gives staff the ability to rule their domain, so to speak, which helps with employee satisfaction and retention. Second, it keeps your CFOs happy because they can keep contract labor costs under control. In a system that would typically rely on contract labor to fill shifts, you can now tap into your own resources and let them choose the shifts that suit them.

In this newsletter, you'll see how Memorial Sloan-Kettering Cancer Center is realizing improved unit scheduling and staff time savings on shift scheduling, while being better able to meet regulatory requirements using Lawson Scheduling and Staffing for Healthcare.

Within our supply chain applications, statistics show that at the end of the day, many items don't get properly billed back to the patients who use them. Without being able to capture those charge-backs, you have a hard time recapturing charges from insurance companies. Our supply chain applications, specifically Lawson Point of Use, help you capture those charge-backs and create a larger, more consistent revenue stream. In fact, you can read in this publication about how Geisinger Health System is doing just that with Lawson Point of Use and saving more than 850 monthly man hours on Par replenishment, charge-tag processes and patient resale cards. Their estimated yearly savings in terms of man hours and sticker costs alone is \$165,000.

Within our finance and accounting applications, we can help your organization align your costs and your revenue more accurately. Lawson Business Intelligence gives you the tools to

access information that can help your executives make better-informed decisions – and avoid undue costs.

Product Enhancements

Look for further information in this newsletter regarding Lawson product enhancements and what we're doing to deliver more value through standard maintenance packages. We are diligently working to make sure you get value from our solutions, and we want to hear about what you want so we can continually improve our offerings. One area that we are focused on is creating clear expectations regarding how often your account executive visits you. We also want to make sure that you have a road map for using Lawson solutions and that we all have a clear understanding of how everything – your needs and our applications – fit together. We're into our second year of this program and are dedicated to refining and improving in these areas.

Services Update

Within our professional services group, we are working on developing a better training program for our consultants so they're ready to hit the ground running with your Lawson project. Our consultants have an average of seven years of experience both within healthcare and within their core application, whether that is finance, human resources or supply chain. In addition, all of our consultants have received core application certifications.

You can read additional information right here from Martin Jokinen, Lawson vice president of services, healthcare, about the top five tips for getting the most from your Lawson Professional Services resources.

Go-Lives and New Customers

As you can see from our first quarter go-live list, we continue to have more customers going live than practically anyone else in the industry, and we have a lengthy list going live this quarter, too. Even if you have been a Lawson customer for a number of years, we're confident that if you were making the decision today, you would still choose Lawson. In the past 15 months, 18 of 20 prospects have put their trust in Lawson to help them do more with less.

We look forward to working with you now and in the future and are always open to hearing your feedback.

Thank you for choosing Lawson. Happy holidays and happy reading.



Jim



Geisinger Health System

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to patient use. And with nearly 90,000 patient charge items per month between three campuses, there was plenty of opportunity.

Geisinger looked to long-time business partner Lawson Software as a way to start the process of more accurately capturing those patient charge-backs. The Lawson Point of Use application allowed Geisinger ways to secure substantial dollar amounts once lost, thanks to the more cost-effective and streamlined processes of keeping healthcare supplies in stock while utilizing tools to more accurately capture patient charges.

The new system allows medical staff to focus on patient care – not on placing stickers on items and patient files, which many times were not properly tracked back to the patient. In fact, it is estimated that Geisinger lost \$10,000 per month by not efficiently capturing patient charge-backs. Over time, it's easy to see how such dollar losses quickly total a staggering amount. Lawson Point of Use records when items are pulled from supply shelves. Automated replenishment saves time and money in hours spent and trims down this problem.

"Our staff can easily maintain supply levels and not worry about reordering or placing stickers on items and subsequently patient files," said Darryl Dudeck, supply chain analyst, Geisinger Health System.

Allowing Geisinger to do more with less, Lawson Point of Use not only recouped lost dollars from the healthcare system's previous charge-back system, but an additional 857 man hours per month were saved on printing, labeling, repackaging materials, counting and restocking supplies and retrieving patient resale cards. With the new system, nurses can use a touch screen and scanner, handheld device or a desktop computer to input the supplies they pull for patients. Point of Use even allows nurses to scan supplies as they use them at a patient's bedside. Materials managers monitor and manage usage to know when additional supplies need to be ordered. "It's important that the system is efficient," said Deb Templeton, vice president of supply chain, Geisinger Health System.

Recently, Geisinger underwent beta testing for Lawson Point of Use and found the process incredibly beneficial. "The timing worked out just right – we were looking for a system and Lawson was offering one, so we agreed to be the beta," said Dudeck.

Realized Benefits and Savings

With the replacement of Geisinger's manual-intensive charge-back process, the organization is experiencing newfound benefits. The laborious tagging system, in addition to the keying process for charge items, will become obsolete. Furthermore, minimal Paring will be required and the need for stickers will be eliminated. All combined, these components will serve as catalysts for quicker billing turnaround.

Geisinger is also enjoying substantial benefits in terms of cost savings. Recouping patient supply charge-backs, decreasing labor costs, minimizing dollars spent on leased supply cabinets and wiping out the cost of stickers are just a handful of ways this is being done.

Primary Savings

All totaled, Geisinger's savings encompass a number of areas:

- 857 total monthly man hours saved on Par replenishment, charge-tag processes and patient resale cards.
- \$165,000 estimated savings per year in combined man hours and sticker cost savings.
- Better accuracy with patient charges and faster billing turnaround.

The partnership between Lawson and Geisinger continues to thrive because of advancements like Point of Use.

"We never had Lawson this close to the patient before," said Joel Meckley, director of purchasing, Geisinger Health System. "We had to constantly be aware of things that can affect patient charges and time requirements for our staff, whereas with Lawson's financial system, those were not concerns."

Driving down costs and increasing efficiencies with its charge system, Geisinger is now equipped to run more efficiently.

At a time when less really is more, Geisinger is setting the bar high without risking patient care. Point of Use allows medical professionals to provide care with more focus to the patient and increases profitability for the hospital, an arrangement that is all too often desired but rarely brought to reality.

Managing the H1N1 Patient Surge

Product Pulse

Many healthcare facilities are already setting up plans of action to handle the increased number of patients, including such tactics as telephone triage, triage tents or auxiliary locations to isolate symptomatic patients, canceling elective surgeries and cardiac catheterizations to redeploy staff to care for patients with the flu and bed conversion. So, you're doing your part to manage the extra patient census, but what can Lawson do to help you alleviate the burden?

Plenty. With Lawson Scheduling and Staffing solutions, your facility can quickly get a handle on placing the most appropriate staff in the best locations to handle the increase in patients you are experiencing. The H1N1 flu requires certain staff for optimal patient care, including:

- All emergency department and critical care staff
- Nurses
- Respiratory therapists
- Staff with ACLS, PALS, NRP and ECMO certifications
- Phlebotomists
- Bed control specialists
- Transport personnel
- Multilingual staff

While you have a plan of action in place, sometimes, in order to handle a sudden influx of patients, you need to be flexible and all-knowing to handle your staffing needs. And this is where Lawson solutions can really form a support system for you, particularly in the following areas:

- Locating specialized personnel to handle extra patient workload – our scheduling solution can show you who is “in-house” at any time based on clock data, or scheduled for future shifts, so the right staff can be called upon to help when you need “all hands on deck.”
- Find staff to meet specific needs – our resource wizards can find all staff with select certifications, skills and competencies to handle your current patient situation. Is

your ICU filling up? Do you need someone to clean ventilators? What about transport or housekeeping to hasten bed flow? We can help.

- New needs accommodation – you can post new staffing needs for all qualified employees and allow them to pick up extra shifts online. This works well if you suddenly experience a higher-than-expected patient census.
- Floating or redeploying resources – this can be done from a float pool, a call list, or from departments with cancelled services. In other words, if you are canceling certain elective procedures, then employees who would normally work in those areas can be sent to other “higher need” areas.
- Create on-call or volunteer lists and deploy them where you need them most by matching skilled employees and volunteers to critical needs before you use them elsewhere. This is a valuable tool because it prevents you from deploying an ECMO-certified nurse on a telephone triage line, for example.
- Staffing levels, open shifts and schedule changes are available in real time – including modifications from clock data, float assignments, employee self-service, sick calls and call-ins. Supervisors also have immediate visibility into areas such as overtime and bonus pay to make cost-sensitive staffing decisions.

Essentially, Lawson Scheduling and Staffing gives you the power to have “all hands on deck” when the flu strikes your community the hardest. Accompanied with your own specific tactics for handling the extra patient census, you should be well on your way to holding your own through the H1N1 and regular flu seasons in the coming months. Lawson Workforce Management customers have the right tools at their fingertips to deploy “all those hands,” and we want to make sure you do, too. For additional information about Lawson Scheduling and Staffing, contact your Lawson Account Executive.

Welcome New Customers

Lawson extends a warm welcome to the following recent new customers:

- [Oklahoma State University Medical Center](#)
- [HealthEast Care System](#)
- LHC Group
- John H. Stroger, Jr. Hospital of Cook County

Lawson Customers Go-Live

Congratulations to the following customers who have gone live on Lawson solutions recently:

- [Carroll Hospital Center](#)
- Jackson Health System
- [Holland Hospital](#)
- Appalachian Regional Healthcare System
- Children's Hospital Central California
- [SUNY Downstate Medical Center](#)
- St. Dominic - Jackson Memorial Hospital
- [Robert Wood Johnson University Hospital](#)
- [Sheltering Arms Physical Rehabilitation Centers](#)
- [Parkland Health & Hospital System](#)



Doing More with Less at Memorial Sloan-Kettering Cancer Center

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Scheduling and Staffing for Healthcare. MSKCC wanted a system that would:

- Enable self-scheduling with nursing staff.
- Have Web-based capabilities.
- Have schedule management with rules-based decision support.
- Offer departmental and unit views of staffing coverage.
- Have the ability to store competencies, training, licensing and certification information.
- Generate licensure and other training needs reports of staff.
- Interface with another payroll system to transmit hours for payment on a bi-weekly basis.

MSKCC selected Lawson Scheduling and Staffing for Healthcare, including Shiftmaker, CentralStaffer, Workforce Management Self Service and CredentialManager. Since implementing these Lawson applications, MSKCC has experienced return on investment in three categories: clinical, financial and administrative.

Clinical – Improved Staffing

In terms of clinical indicators, MSKCC is realizing improved unit scheduling by matching staff to shifts based on rules, qualifications and preferences. Schedules are now optimized to better meet patient needs and personnel preferences. The end result is improved patient outcomes thanks to daily staffing based on census and acuity.

Financials – Improved Scheduling Capabilities

MSKCC also is realizing savings because supervisors are spending less time creating complex staff schedules. In addition, there are lower overtime and agency costs because MSKCC is able to better identify and utilize available resources. Staff satisfaction and retention has improved, and scheduling is now integrated between human resources, payroll and scheduling. All told, MSKCC has been able to:

- Decrease the number of payroll corrections and off-cycle checks.
- Eliminate paperwork.
- Allow staff to verify their time through Intragale.
- Ensure better time entry through real-time access.
- Improve its record-keeping abilities for audits.
- Save money on salaries through fewer hours on overtime and agency staff, and better staffing.
- Give nurses the ability to engage in more patient-centric work.

Administrative Improvements

As a facility, MSKCC is now able to meet reporting and regulatory requirements related to staffing, understanding trends and analyzing employee records. Also, the facility is able to track required license and certification expirations, along with mandatory and ongoing training.

In addition, data from Shiftmaker is used by nursing financial managers for nursing variance reports. MSKCC also can run bimonthly license expiration reports. The facility is in the process of rolling out CredentialManager to track training, competencies, degree information and accomplishments.

All told, MSKCC is literally able to do more with less by paying fewer overtime hours to its own nursing staff and hiring fewer agency nurses to fill shifts. Ultimately, this means nursing staff are happier, have more loyalty to MSKCC and will likely stay with the facility for a longer tenure. In the highly competitive nursing profession, that is quite an accomplishment.

About MSKCC

MSKCC was established in 1884 in New York City and is the world's oldest and largest private cancer center with 434 inpatient beds, 500,000 outpatient visits, 17,000 surgical cases, 10,000 employees and 2,000 nursing staff. MSKCC offers an enticing professional work environment that encourages self-motivation and provides competitive salaries with excellent benefits. The reputation, along with all the facility offers nursing staff, make it a desirable place to work.

Share Your Story

Have you recently gone live on a Lawson solution and had an experience you'd like to share? With healthcare organizations focused these days on making the most of what they have – and in many cases doing more with less – now is a great time to share with others what you've done. To tell us your story, contact healthcare@lawson.com.

Lawson Reward Points may be available towards a CUE pass. For more information on CUE, visit www.cueinfo.com.



Lawson Global Support – A Solid Business Investment

Preventive Maintenance continued from page 1

Support

The aim of Lawson Global Support (LGS) is to make certain that your specific maintenance needs are met. In early 2009, based on customer feedback, Lawson's support staff extended its hours of operation within each customer's time zone from 7 a.m. to 7 p.m. This capability allows LGS to offer support staff starting Sunday night and running through Friday evening. On the weekends, an around-the-clock critical issue support team is in place to keep your business operational.

Each month, the Lawson Global Support team receives about 7,500 new support cases. In addition, the team participates in sending and receiving over 250,000 electronic support messages while maintaining a searchable knowledge base that handles more than 300,000 queries.

Service Packs

Service packs released by Lawson product development contain product repairs and enhancements as requested and prioritized by customers just like you who participate in Lawson user groups. In the past year, more than 50 new enhancements were delivered to customers via service packs on **MyLawson.com**. While these releases are standard with Bronze and Silver level support, free hot topic webinars are available to all maintenance paying customers. A list of topics and recorded hot topic webinars can be found at **MyLawson.com**.

Customer Feedback

Customer feedback is greatly valued by LGS, and the process for gathering customer input following a support event is crucial. To that end, LGS' best-in-class customer satisfaction survey helps to expand customer input using a consistent global process.

After you have received support from Lawson, an e-mail is sent offering you the opportunity to provide feedback about the experience. This convenient, Web-based survey, facilitated by an independent third party, is based on a new 11-point scale. This system will provide greater insight to help drive continuous improvement for you.

Upon completing the survey, feedback is provided to the Lawson leadership team on how well the support staff met your needs. Survey results are also shared with individual support engineers to provide direct feedback on the work they performed. Customers who return surveys with low satisfaction ratings are contacted by a LGS manager to gather additional information for process and performance improvement.

LGS leadership feels strongly about driving positive change in its support processes and procedures. The overall survey results aid in advancing these changes. The new survey process will allow LGS to establish better performance metrics, helping LGS to assess the quality of its services and provide meaningful improvements to you.

Lawson Healthcare Hosts Webinar Series

Lawson recently conducted a series of webinars. Listen to the webinar recordings designed to help your healthcare organization excel through improved business processes. Topics included: GSI data standards, supply capture and reordering, talent management, scheduling and staffing, and much more. Just go to www.lawson.com/hcwebinars

Getting the Most from Lawson Professional Services

At Your Service

You've made the decision to use Lawson Professional Services (LPS) for an implementation or an upgrade. That's great. Given the current economy and the fact that healthcare organizations are definitely in the spotlight these days with multiple reform discussions on the table, one of your goals with using LPS is probably to make sure you get as much value from your investment as possible.

Here are the top five recommendations from Martin Jokinen, Lawson vice president of Healthcare Services, to help you realize the most value from LPS.

1 – Executive Sponsorship

In order to sustain and complete a project, it's important that your executives truly back it. The success of an implementation – even with outside consultants helping drive the project – depends on having the right executive sponsorship standing behind it. Your sponsors need to understand what they're getting into, the amount of change required to make the project successful and the amount of work required. With that understanding, the next step is to firmly commit to supporting the project through to completion and conveying the sponsors' commitment to the project team and user community. Without committed sponsorship, your entire implementation may struggle.

2 – Don't Use New Tools to Recreate the Past

Now that you've made the decision to go with a new Lawson solution, it's a prime opportunity to make some changes. Your people are likely comfortable with the old way of doing things and don't understand how to make the new system fit their needs most effectively. This is where your Lawson consulting team can really be put to good use. You should rely on them to help you understand the new system's capabilities. Take the time to review how you're doing things today to enact process changes that will bring about greater efficiencies. Software comes with an imbedded way of doing things based on a set of predefined business processes, so why not take advantage of what is provided and put it to use for your organization? Having your LPS consultant guide you toward working with vs. against the new system will help you achieve improved results and finish your project more quickly.

3 – Form a Focused Team

In a world of doing more with fewer people, no healthcare facility has folks standing around waiting to install new software. And while all of your employees are busy, your probability of success increases if you have resources dedicated to your project. This may require a bit of creative staffing on your part – possibly looking for "backfill" on existing operations or projects so key staff can focus on the implementation. And usually, if you have a choice between assigning two part-time people to a project or one full-time person, you're better off in the long run to go with the full-time person. Having one strongly committed person on your team exponentially helps with the overall success of your installation.

4 – Change Management

Generally speaking, humans are hard wired to avoid change, and we're talking change on a couple of levels here.

First, there's the "Big C" change that occurs at an organization-wide level. This means you're going to do things differently and use new tools to accomplish tasks. Again, here's where the executive sponsorship becomes critical to the project's overall success. If your executives are on board with the organizational changes, then there's a higher likelihood those changes will more readily transfer down through the entire organization.

"Big C" change also requires making decisions that stick. Your Lawson consulting team can help you "decide how to decide." In other words, who makes decisions vs. who has input into the decisions. It's very similar to a city council scenario, where meetings are open to the public and citizens can come and offer their input, but at the end of the evening, it's the council members who actually vote. You need to decide who gets a voice and who gets a vote on tough policy and implementation issues so you don't get bogged down.

Knowing when to escalate a controversy is important. Subject matter experts who roll up their sleeves on a project will frequently and legitimately disagree on policy and process changes. This can lead to a churning effect where the same issues come up over and over. Often, it makes sense to move the controversy up a level to stop the churn. Use your Lawson consultants to quickly narrow choices to a couple of the best ways to resolve the issue. They have likely been through these issues before and can quickly narrow your practical options. There may not be an ideal solution, but the pretty good or almost perfect way decided now is almost always better than chewing up precious time and money trying to achieve perfection. The result is almost always better than what your organization has been doing in the past. Your Lawson consultants can help you make a decision, and once it's made, help you move on without second guessing.

Second, there's the "Small C" change, which means that some people's daily work lives are going to be different with the new system. This may mean new work steps, approval guidelines or more automation, for example. The more you can explain to employees how their lives will be better, the more acceptance you will have. You do that by offering detailed information on job changes, training and support to promote job-specific competency on day one.

5 – Pumping the Flow

So you're ready to start your project and you have an approved, detailed work plan. That doesn't mean the project runs itself. A good plan is a prerequisite for success, but it's not the be-all, end-all for a successful project. You need a drill sergeant – you need a Lawson project manager. This is the person who sets the timelines and works with project leaders to ensure things are getting done. Some projects have tremendous issue documentation, tracking and processes, but no one assigns staff responsible for making decisions and resolving problems – they track but they don't act. It's the difference between having all the plumbing in place and pouring water down a drain and letting gravity do the work vs. adding a pump to propel the flow. You need project managers who pump the flow to be successful.

All told, if you follow these steps – and use your LPS consultants to their full advantage – the success of your project will be greater and you'll more than likely spend less time and money on your implementation. Ultimately, this will help you do more with less.

Supply Chain Enhancements to Accommodate GS1 Standards

Product Pulse

Based on your feedback — and as part of its involvement with industry associations and user groups — Lawson has developed numerous product enhancements to support GS1 Standards. These enhancements are part of your maintenance agreement and include changes to the Lawson Supply Chain Management Suite.

GS1 is a worldwide organization that developed the global standards of unique product identification. Specifically, the new release from Lawson will help healthcare supply chain move from custom account, item and product identifiers to standardized information. This will help reduce errors, streamline processes and enhance patient safety.



You have specifically asked for changes that will help you store, search and transact using GLNs and GTINs. The Lawson changes are outlined here.

Global Trade Item Numbers (GTINs) are identifiers that can be used throughout the supply chain to uniquely identify a product at a specific packaging level. Lawson has added a new dedicated field to support GTINs as well as fields to store additional product attributes specified in the GDSN. GTINs are associated with Lawson item numbers and can be used to locate and order a product. GTINs can optionally be included in electronic data interchange (EDI) transactions for vendors that can support them. By using GTINs, trading partners can reduce errors and save costs.

Global Location Numbers (GLNs) can be used to uniquely identify physical locations, legal entities and functional entities. Lawson has expanded its support of GLNs by allowing GLNs to be stored and assigned to more location types, to vendors and to manufacturers. In addition, GLNs can optionally be sent through EDI to trading partners, replacing custom location or account identifiers, simplifying maintenance and driving accuracy.

Data standards and synchronization processes have been successfully adopted and are in widespread use throughout many industries worldwide. Proven benefits of supply chain standards include:

- Efficient traceability
- Improved order and invoice process
- Optimized receiving
- Accurate product identification and inventory levels
- Reduced data cleansing efforts
- Increased contract compliance with GPO/distributors and the ability to monitor rebate levels
- Ability to better monitor product recalls and track expiration dates and product authentication
- Better data for customers throughout the facility to help with product selection decision

With upcoming industry 'sunrise' dates of 2010 and 2012 for adoption of GLN and GTIN respectively, many healthcare organizations need to move quickly to a path toward full adoption of standards. The Lawson product enhancements noted above will help ensure that your organization is ready for them.

Other Recent Product Enhancements

Strategic Sourcing Enhancements

Recent enhancements to Lawson Strategic Sourcing will help your organization provide more options for collaborating with suppliers, reducing time evaluating bids, and driving greater savings. Here are some of the highlights:

- **Negotiate or Dispute Terms.** Strategic Sourcing now includes an option to allow suppliers to negotiate or dispute terms per event, encouraging greater supplier participation in events.
- **Support for Reverse Auctions.** Reverse auctions can help buying organizations get the best price for goods or services by encouraging greater supplier competition.
- **Event Weighting.** The buyer can define for an event and/or event lines the weighting of specific criteria, which can be used to analyze the bid responses on criteria other than cost, allowing more holistic evaluation of bids while simplifying bid response tabulation.
- **Alternate Responses to Event Lines.** The buyer can allow alternate items on the event or on a specific event line.
- **Cancel Remainder on Event Line.** The buyer can award partial quantities and consider the line awarded.

Contract Management Enhancements

Changes within Lawson Contract Management give buyers and contract administrators more information to more effectively negotiate and manage contracts for supplies and services. Here are highlights:

- **Subcontractors.** You now have the ability to define and add subcontractors to contracts.
- **Dispute Terms and Conditions.** Suppliers can negotiate or dispute terms and conditions of an event.
- **Online Spend Analysis.** New Spend Analysis capabilities allow users to review how much has been spent during a specified time period.
- **Cost Modeling.** You now are able to model costing scenarios for negotiation and forecasting at an item level based on actual and/or projected use.



[Click here to view Full Screen](#)

Upgrade Options

Skip Upgrade Programs Now Available for S3 Applications 8.1 – 9.0.1

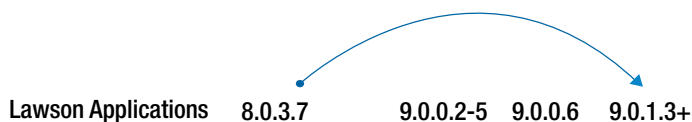
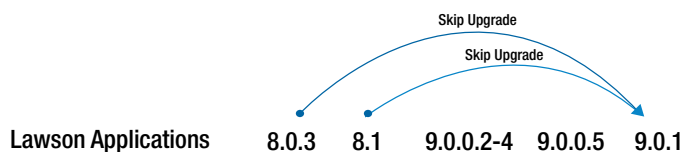
The skip upgrade programs for the Unix/Windows platform and the System I platform is now generally available for 8.1 – 9.0.1. These S3 application upgrade programs allow customers that are on 8.1 applications to move to 9.0.1 applications. Customers using the skip upgrade programs must be on Maintenance Service Pack 7 for version 8.1. Customers must also migrate to Lawson System Foundation 9.0.1 to upgrade to the 9.0.1 applications.

Upgrade Options

The following skip upgrade paths are available for Unix/Windows customers.



The following skip upgrade paths are available for System i customers.



For More Information

For additional details about recent product enhancements, log in to **MyLawson.com** or talk with your Lawson Account Executive.

We want your feedback

We welcome your feedback after reading our relaunched healthcare newsletter. Please fill out your comments in our brief survey. **Log on now.**

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News Stat

Banner Health Featured in InformationWeek

Lawson system helping to cut healthcare costs and helping to fund other IT initiatives. [Read the entire story here.](#)

Mountain States Named 2009 Materials Management Department of Year

Healthcare Purchasing News recently named Mountain States Health Alliance, Johnson City, TN, 2009 Materials Management Department of the Year. Using their requisition process to move closer to a paperless system, Mountain States submits up to 85 percent of orders electronically – up from a starting point of 15 percent. [Read the entire story here.](#)

CUE Call for Session Proposals

You might think it's too early to start planning for the Lawson Conference and User Exchange (CUE), but it will be here in the blink of an eye. This year's CUE is scheduled for April 25-28, 2010, in San Antonio, TX. If you register now, you'll save \$400 off the standard registration by taking advantage of Early Bird pricing through Feb. 1, 2010. Also, share your knowledge and experience with your peers by presenting a session at CUE. Submit a proposal – and possibly qualify for a free registration – [here](#).

Recent changes to Mylawson.com

A new version of [MyLawson.com](#) was recently launched. This release offers a redesigned site with more content. Four new features were introduced: Basic site search, Personalization, Connect with Others and Information about your Projects. Click on the site tour on the home page and let Lars give you a preview of the new site. To take advantage of Connect with Others, simply complete the information under "About Me" on the Profile tab. If you have questions, please contact your Lawson Account Executive (listed under your profile page).

Customer Satisfaction Survey

We will be running our next NetPromoter Survey November 30, 2009-December 11, 2009. If you receive this survey, we would appreciate your timely response to help us to improve your customer experience.

Sign Up for Training With Lawson Learning

Find updates on new Lawson course offerings, the latest training tools, and class schedules at [simplysmarter.lawson.com](#). You can see what classes are available, where, and register. Register now for Classroom or vLab Year-End Payroll Training classes. Learn balancing procedures, how to run year-end programs, and how to process required tax forms. Attend in person or through a Virtual Learning Lab. [Enroll here.](#)

Information concerning the Lawson product roadmap is provided in this newsletter. This information outlines the current Lawson product vision and is not a promise by Lawson to develop, deliver or market any specific product, functionality or service. Lawson reserves the right to change its future products or services offerings, including products referred to in this newsletter, at any time, without obligation to notify anyone of those changes.

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